

Annual Report for Residents 2011/12



Welcome

This year's report has been written by residents, who have been out and about speaking to staff about Plymouth Community Homes achievements during the year. The residents also helped to shape the style of the report to make it an easy and informative read.



Elaine Pellow
Chair of the Board

We are now looking ahead and thinking about our future



This year's report has been written by two of our residents, Joan Stuckey and Roger Lee-Smith, who have been out and about speaking to staff about Plymouth Community Homes achievements during the year. Joan and Roger also helped to shape the style of the report to make it an easy and informative read. I would like to pass on my thanks to them for their hard work and commitment in producing this report.

You will also see how we have improved our caretaking service by taking a much wider approach to managing our estates and blocks.

Significant progress has also been made with our first regeneration project in North Prospect – we are very proud that, despite only being two years old, we are already building new homes for the community.

Plymouth Community Homes has also continued to work hard delivering the promises made to you as part of the stock transfer. In fact up to the end of March 2012, we had met 70% of our promises, leaving just 37 out of 125 to complete by the end of November 2014.

We are now looking ahead and thinking about our future plans – we're really keen that you help us to shape these plans so please take the time to answer four questions at the back of this report and simply pop the form in the post.

I hope you enjoy reading this report.

Elaine Pellow Chair of the Board

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In the spotlight... Clive Turner, Chief Executive



Clive Turner
Chief Executive

What was your highlight from last year?

I need a bit of time to think about this one because so much has happened! Definitely one of the key milestones for me was the beginning of the regeneration project in North Prospect.

North Prospect has been a troubled area for decades and we made a promise to tackle the poor housing conditions before we transferred from the Council. To see properties being demolished, new homes being built and then more recently, families moving back into the area is definitely one of the major highlights of my year.

What do you consider to be residents' main priorities at the moment?

I would say the two issues that are still very much top of residents' agendas are that we maintain a good repairs service and that we are pro-active with how we confront anti-social behaviour on our estates. I am really pleased with the changes and the progress we have made to the repairs service that we offer to our residents – you can read more about this on page 8.

One of our Continuous Improvement Groups, comprising of residents and staff, recently completed a review of how we deal with anti-social behaviour and they came up with a clear action plan that we can use to progress further improvements to the way we tackle these issues. At this point, I would like to add that resident satisfaction with the way we deal with anti-social behaviour has gone up since transfer but we're still seeking to improve our performance in this area.

How do you feel that the decent homes investment programme is progressing?

Overall, I am pleased with the progress we've made and I am optimistic that we will deliver the programme we promised at the outset. Residents' responses are generally very good but inevitably, as with any major refurbishment programme, there have been some teething problems however I am confident that we are getting into our stride. I must admit, I was surprised at the number of residents initially who didn't want to take up the scheme but I am certain that now tenants are able to see the standard of work that has gone into this project, they will want to take up the opportunity of getting their kitchens and bathrooms updated.

How successful has the apprenticeship scheme been?

We have always had a huge sense of pride in our in-house teams and it is important that we continue to employ talented people who are given the finest

on-the-job training. I believe that the best way to do this is by developing a good apprenticeship scheme and forming close partnerships with local colleges.

We have taken on a number of apprentices in the last year and each time, we get a large number of really bright, enthusiastic, local young people applying. We would definitely like to run more apprenticeship schemes in the future, we have already expanded our opportunities in the repairs team and future schemes may well extend to other areas of the business such as administration, housing and finance. It would be great if some of our residents' children end up being the apprentices of tomorrow!

Finally, what else has Plymouth Community Homes achieved during the year?

There is too much to put onto one page! Carry on reading the report and you will see all of our fantastic achievements during 2011/12

Governance

Customer Assurance Panel



A hob-nob with...
Belinda Pascoe,
 Head of Governance



A cup of coffee with...
Malcolm Clancy,
 Chair of the Customer Assurance Panel

Belinda, could you tell me about the role of the Plymouth Community Homes Board?

Our Board is made up of four residents, four independent members and four nominees from the Council.

They take the ultimate responsibility for the performance of the association by agreeing policies and making important decisions about what we're going to do in the future.



Belinda Pascoe
 Head of Governance

Can you tell me about the role of the Customer Assurance Panel (CAP)?

Formed in June 2011, the CAP is made up of residents and leaseholders and their role is to be PCH's critical friend. We work with Plymouth Community Homes to ensure that they do what they say they will, when they say they will! We're mainly focussing on how PCH is delivering on the promises they made to residents when our homes transferred from the Council but we look at other areas of service too.



What do Board members discuss when they meet?

At every meeting, Board members are presented with information about the financial health of the association and once a quarter they review our performance. In addition to these, they receive reports from the Executive Management Team and are asked to make a decision whether certain projects can go ahead or not. More recently they approved the Equalities Strategy which outlines how we will seek to ensure our services meet the needs of all sectors of the community. The Board also has the final say on how much our rents will be each year.



You mentioned performance—how well did we do as an organisation last year?

We made a significant amount of progress last year, in fact we completed 70 projects—27 of them were promises we made as part of the transfer from the Council. We responded to far more responsive repairs within the published timeframe than in 10/11 and vastly improved the time taken to deliver major and minor adaptations.

Overall, we're in middle-ground against other housing associations—some things we're really good at and some things we still need to work on.

So, what is PCH doing right now?

We're still working hard to meet the transfer promises—there are only 37 left to go! We're continuing with the Decent Homes Programme, installing new kitchens, bathrooms, windows, doors and heating in our residents' homes. We are also going to

introduce the option for residents to have an annual visit if they would like to discuss any aspects of their tenancy with us.

Overall it's going to be another busy year!



What has the CAP been working on since you formed?

During the last 12 months, we worked on two pilot projects. First of all we reviewed the way PCH carries out community walkabouts. Following the review we came up with 8 recommendations for improvement and most of these have now been put into place.

Secondly, we reviewed progress with the action plan which came out of the Service Standards Continuous Improvement Group, which took place in March 2010. We have highlighted some key areas where progress has been slower than we would like but we are now confident that these areas will be given they attention they need.

What else are you working on?

We're going to be looking at some of the transfer promises that PCH has said that they have completed to check they have done what they said they have. Firstly we're going to check out whether Plymouth Community Homes is integrating energy

saving measures into delivery of the Decent Homes improvement programme. Secondly we will be reviewing how well the Money Tree Fund is progressing and whether it is meeting residents' needs.

How do you decide who goes onto the panel?

If a resident wishes to be on the panel, we ask them to complete an application form and following the application they may be invited to an informal interview with the panel. Once the interviews are complete, the panel then decides who should be offered a position. Plymouth Community Homes does not decide who may and may not be on the panel.

Finally, can you tell me what co-regulation means?

Plymouth Community Homes' regulator, the Homes and Communities Agency, requires assurance that the association meets the needs and aspirations of the people they work for, through self-assessment and resident scrutiny.

The Customer Assurance Panel provides the resident scrutiny aspect of co-regulation for Plymouth Community Homes.

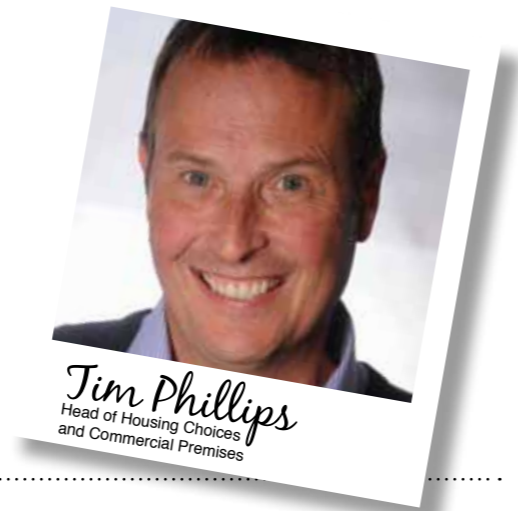
Customers and Communities



In the spotlight with...
Tim Phillips,
 Head of Housing Choices and
 Commercial Premises
 Introducing the On Demand
 Adaptations Service

Why did PCH introduce an on-demand adaptations service?

Over the last year, we reviewed our adaptations service because we wanted to improve it for our residents. Previously the service was delivered only by Occupational Therapists, which can be expensive and can also take a long time. We identified that some adaptations don't need an Occupational Therapist assessment and that it would be quicker and cost less if we introduced an on-demand service.



How do I use the on-demand adaptation service?

We have joined forces with Millbrook Healthcare to deliver our on-demand adaptations service. All you need to do is contact them directly on

0800 988 7344

and they will send someone to do a basic assessment, at your convenience. If the assessor has the equipment on their van at the time of the visit, they will fit the item there and then. If you need something a bit more specialist or it needs to be made for you, they will order it and call back to fit it within 2 weeks.

What is included?

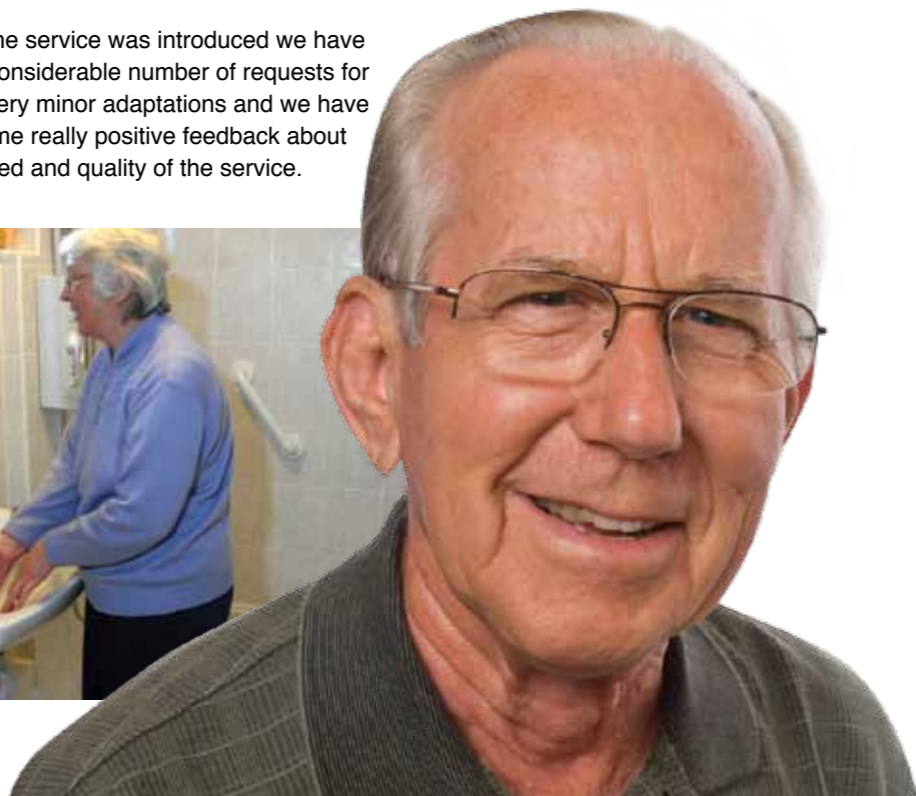
At the moment, only very small adaptations such as grab rails and shower seats are included in the on-demand adaptations service however we do other adaptations too – but these have a longer waiting time. If the adaptation is to do with your home, you can contact us on

0800 694 3101

but if your adaptation is to assist with mobility or other personal needs, please contact Plymouth City Council.

Has the service been well received?

Since the service was introduced we have had a considerable number of requests for these very minor adaptations and we have had some really positive feedback about the speed and quality of the service.



During 2011/12 we also:

- 1 Improved the service we provide to tackle anti-social behaviour. We respond much quicker and residents now have access to an out of hours service and a mediation service.
- 2 Introduced regular timetabled community walkabouts - check out our webpage plymouthcommunityhomes.co.uk for details.
- 3 Reviewed our service charges to ensure residents pay fairly for the services they use.
- 4 Reviewed the publications we send you to ensure they are clear and well laid out.

How did we do

- 1 We collected 99.8% of the rent due to be paid to us during the year.
- 2 We let 780 homes during the year and supported 325 mutual exchanges.
- 3 The average time taken to re-let empty homes during 2010/11 was 28.5 days - compared to last year this means we have reduced the time taken by over a week!
- 4 We cleared the backlog of adaptations we took with us as part of stock transfer.

WOW!
 Plymouth Community Homes owns
14,636
 homes across the city!

GET INVOLVED!
 Call your local housing office on the number on the back page to find out how you can have your say on the way things are done!

You asked...
 You told us that you wanted better access to our offices

we did...
 we now have a Service Information Centre open in the City Centre! We're open from 8:30am until 5pm (4:30 on a Friday) and on Saturday mornings.

Our Homes



Sharing a biscuit with...
Ian Frazer,
 Head of Building and Technical Services
 Introducing the changes to your
 Repairs Service

So, Ian, what has changed during the last year?

During 2011/12 we have been working hard to introduce a new way of delivering your Repairs Service. The contact centre is now open for longer and we also do repairs on a Friday afternoon. We're also keen that we carry out repairs in one visit using multi-skilled operatives so we don't inconvenience our residents with lots of different appointments. We have also introduced a text messaging service which sends residents a reminder of their appointment the day before they are due to visit



How were residents consulted on the changes?

All of the changes we have made have been as a result of a review carried out by the Repairs Continuous Improvement Group, made up of residents and staff from across PCH. The group carried out a "no holds barred" review of the repairs service by conducting interviews, going on visits to our depots and holding focus groups. The findings were then presented to the PCH Board who endorsed the findings and approved the action plan.



Has the performance improved as a result of the changes?

When I took over running the Repairs Service, we weren't performing as well as most other Housing Associations but now, the results are showing that we are up there with the top performers! We have also received positive feedback about the changes from residents, particularly about our new Friday afternoon appointments, which is fantastic

How can I get repairs done that are the tenant's responsibility?

PCH runs a Handyperson Scheme for tenants and leaseholders to use for any repairs which are your responsibility. We can send a repair operative to your home at a subsidised cost of £18 per hour including VAT (for the first two hours). All you need to do is call our Repairs Contact Centre as you would normally on 0808 230 6500 and we will book the job in for you.

Are you pleased with the changes?

Yes! I'm delighted that we now offer a more customer-focussed service and that we carry out repairs when we say we will. Over the coming year, we will be working hard to ensure even more repairs are completed in one visit and to further improve resident satisfaction with the service.

During 2011/12 we also:

- 1 Installed almost 2,500 kitchens and bathrooms as part of our Decent Homes programme.
- 2 Improved the appearance of our flats at Exeter Street by installing external over-cladding, which doubled up as insulation to help keep our residents' homes warmer during the colder months.
- 3 Started to demolish old homes in North Prospect and replace them with new homes.
- 4 Fitted double glazed windows produced by our own window factory to over 650 homes.
- 5 Installed over 2,500 brand new highly efficient gas central heating systems.

How did we do

- 1 We completed almost 99% of repairs within timeframe and most of them were completed within 5 working days!
- 2 Almost 97% of residents who had a repair during the year were satisfied with the service they received.
- 3 99.9% of our homes had their annual gas safety check during the year.
- 4 There have been big improvements in the quality of our homes. Over 60% of our stock met the Decent Homes Standard in March 2012—at the point of transferring from the Council in 2009 only 40% of our homes met this standard.

YES!
 Plymouth Community Homes carried out over
47,000
 repairs during the year!

Help us to help you!
 Last year we lost £140,000 because some residents wouldn't let us in to do the repairs they had booked. If you need to cancel an appointment, please call us on 08082 306500 and we will happily re-book it for you!

You asked...
 You told us you want repair appointments on Friday afternoons.

we did...
 Good news! Appointments are now available from 8am until 5pm Monday to Friday and evenings or Saturday mornings by special request!

Environment



A pot of tea with...
Suzanne Brown,
 Head of Neighbourhood Services (South)
 Introducing the changes to
 your caretaking service

What prompted the review of the caretaking service?

What's important to us is that we provide our residents with a great service at a great price. We wanted a service with improved standards that ensured our residents live in a clean and safe environment. We also needed to close the gap between caretaking running costs and the service charge income received from residents and provide value for money



How were residents consulted on the changes?

We needed to get residents' views so we ran a pilot project in Devonport and Stoke, where Caretakers in this area worked on a mobile basis and carried out a wider range of duties.

To gauge the success of the pilot we consulted with residents, Housing Officers and the Caretakers involved. 73% of residents felt that standards improved.

What has changed as a result of the review?

Our Caretakers are now known as Neighbourhood Rangers and whilst they

are still responsible for caretaking, they also carry out grounds maintenance, minor repairs to communal areas and work with our Repairs team, cleaning and clearing the gardens in our empty homes.

Most of the Rangers work in teams across the city although we have dedicated Rangers in the tower blocks.

Can residents decide themselves on what services they want to receive?

Yes, the Rangers can provide a wide range of services. If residents want a change of service they can speak to their housing officer. We will work out what the

service will cost and consult with the block or area - letting everyone know the details of the proposed service and the price. If 60% of residents agree we will then introduce the new service.

Have you had any feedback from residents, and the Rangers themselves about the new ways of working?

We have put arrangements in place to monitor resident satisfaction across the city. Each month we target an area and ask residents to complete a short postcard survey. So far, over 98% of residents have said they are happy with the service they receive. What has also changed is the number of "thank you" messages and compliments we get in for the Ranger teams. This is great news for the staff! We also asked the Rangers for their views and 74% said they were happy with the new direction of the team.

During 2011/12 we also:

- 1** Set up a trial scheme to install solar panels on 100 properties across Plymouth.
- 2** Teamed up with the Plymouth Furniture Re-Use Project, which supplies good quality affordable re-cycled furniture to our residents.
- 3** Arranged for energy saving, light-sensitive bulbs to be placed in the stairwells in many of our estates. They now only switch on when it gets dark, reducing electricity bills.
- 4** Completed the first programme of over-cladding thermal insulation to homes unable to have cavity wall insulation installed, reducing energy costs for residents.
- 5** Invested in a new fleet of eco-vans for our Building and Technical Services service.
- 6** Continued to move towards an online document management system which sees less paper in our offices.

How did we do

- 1** We will soon have completed a programme of external insulation, heating and loft insulation top-up to 250 properties in Efford through joint-funding with the Community Energy Saving Programme (CESP).
- 2** We have made 1000 more homes more efficient by installing full gas central heating systems, bringing the total number fitted since 2009 transfer to 5,000.
- 3** We have made and installed over 3,000 PVCu high-quality doors and double-glazed windows to 615 homes.
- 4** A further 600 homes will also have had double glazed windows installed (by March 2013), bringing the total number since November 2009 to 3,800.



ROCK ON!

To date, we have generated over

£30,000

worth of electricity from the solar panels fitted on some of our homes.



You asked...

You asked us to help you to improve green spaces to make a lasting difference to your communities

we did...

Our Money Tree Fund supported you in over 200 environmental projects.

People



The red chair chat with...
Louise Turner,
 Head of Property and Safety
 Introducing the purchase of
 Plumer House

Plymouth Community Homes has purchased Plumer House, which you may know as the old Land Registry building on Crownhill Road.



So Louise, why did Plymouth Community Homes choose to buy Plumer House?

When we transferred from the Council, we promised that we would try to get as many staff as possible into one building. This means that teams will be able to work together more and improve service to our residents. Plumer House was also one of the few buildings for sale in Plymouth that will fit all of our staff in!

It's also important to realise that most of our offices are leased and come at a significant cost. The move to Plumer House will offer a big cost saving because we can end those leases and invest the money we save into delivering services to residents.

When do you think everyone will have moved in?

We will be moving everyone to Plumer House in stages. The first set of staff moving in will be arriving late-Autumn 2012 and the final group of staff will be moving to their new office during winter 2013.



Will residents be able to visit Plumer House?

Yes but not yet! Eventually we will be opening another Service Information Centre but we have to do some improvements to the building first. Please continue to use your local housing offices and the Service Information Centre in Plymouth City Centre for now.

During 2011/12 we also:

- 1 Re-aligned some of our staffing structures to deliver better services for residents and recruited an extra 152 staff.
- 2 Listened to your advice captured in the training review and introduced loads of new, practical training topics on our Learn For Free programme for residents.
- 3 Strengthened our links with local colleges, Plymouth University and training providers who help to ensure our staff are fully trained so that they can offer the best possible service to our residents.
- 4 Continued our Customer Excellence Training for staff.
- 5 Supported the charities of Plymouth Food Bank, Shekinah Mission, Motor Neurone Disease Association and St Luke's Hospice—all of which were chosen by PCH employees.

CRIKEY!
 The Repairs Contact Centre took over
77,000
 calls and emails across 12 months.



How did we do

- 1 Over 50 staff were trained in the multi-skills of tiling, plastering, plumbing, carpentry and Kitchen & bathroom fitting.
- 2 We kicked off our apprenticeship scheme and took on 4 apprentices in joinery, metal-work, window manufacture and installation.

You asked...
 You told us that you wanted multi-skilled repairs staff so that your repairs could be fixed in one visit.

we did...

We invested in training our staff across a number of trades so that this could happen.

North Prospect Regeneration

Money and Resources



An interview with...
Mike Knowles,
 North Prospect Project Director

So Mike, can you tell us about the story so far?

During the last 12 months we have continued with the massive project to change the quality of the homes and to make improvements to the look and feel of the North Prospect estate. Most of the existing homes were built during the 1920s and have very serious structural problems that are difficult to repair. We worked with residents, developing a master plan for North Prospect, which was agreed in February 2010.

After successfully clearing the area we started work on site in March 2011. Since then things have changed dramatically with the old homes being demolished and new ones being built in their place.



In the spotlight with...
Karen Grannum,
 Head of Strategic Procurement
 Installing our solar panels

Why did Plymouth Community Homes install solar panels on some of its homes?

We recognise that the way people use electricity needs to change and we wanted to help our residents to achieve this. We also want to help our residents reduce their energy costs – by putting in solar panels, it means that the resident gets electricity at a reduced cost especially if they use the electricity generated by the solar panels during the daylight hours. PCH receives money from government for producing the electricity from the panels, meaning that we get money to pay for the panels and to invest in providing additional services to residents.



What were the biggest hurdles you had to overcome?

As with any regeneration scheme, we had to move existing residents out of the area being demolished before we could hand the site over to the developer, Barratt Homes. This involved finding new homes for tenants who lived in our properties and negotiating purchases with private owners so that they could move elsewhere. This is incredibly unsettling for residents but we ensured we dealt with their move sensitively and offered support throughout the process.



What facilities will there be for the community?

The regeneration is not just about homes, it is about people and communities. PCH has committed to build the new community centre called The Beacon—a huge investment to create a new heart for North Prospect which will contain facilities such as a library and a SureStart Children's Centre as well as retail space for rent too.

What's next?

We're currently moving residents out of phase 2 of the regeneration area, which is the area surrounding the old North Prospect School site. We hope to begin building the new homes in 2013. We're also starting to refurbish and repair the rest of our homes on the other side of North Prospect with our contractor Mi-Space.

Dreams into reality

Buy your own home!

Plymouth Community Homes could make your dream a reality through shared ownership on the new development at North Prospect, PL2.

We have homes for sale in the new PL2 development from £50,400 for a 45% share of a 2-bed apartment. If you'd like to talk to us about shared ownership, please call us on **08000 327 100** for more information.



How do the panels work?

As you will have seen from travelling around the city, solar panels go on your roof. They have to be at a particular angle and have to face in the right direction. The panels are all linked together and the inverter, which is situated in the roof space, is the clever piece of equipment which converts the power from the sun into electricity which residents can use. The solar panels we are using are expected to have a 25 year lifespan, so that means lots of free electricity!!

Do we have any plans to install more?

Yes, following a business case review, but we have to take quite a lot into consideration before installing solar panels. The important factors are that the roofs are facing in the right direction, they do not need replacing in the short term and they are not over-shadowed by buildings or trees. We are really keen that we make our homes as energy efficient as possible—in fact all of our new homes in North Prospect are having solar panels fitted while they are being built so we're ahead of the game there!

You asked...

You told us that you wanted to see performance information on our website

we did...

we now publish information once a quarter on our website plymouthcommunityhomes.co.uk

Value for money in our services

We know that value for money is important to our residents and so we take it seriously at PCH. Value for money is about providing good quality homes at a fair rent and good quality services at a fair price.

During 2011/12 we have taken action to improve our services in terms of cost and quality, for example:

- 1** Providing a Neighbourhood Ranger service at a lower cost and better quality than before.
- 2** Involving residents in the Continuous Improvement Group review of anti-social behaviour, and improved the management of anti-social behaviour resulting in improved customer satisfaction
- 3** Meeting our promise to upgrade kitchens, bathrooms, heating, doors and windows
- 4** Improving the repairs service with changes to working hours and introducing multi-skilling
- 5** Improving the frequency and quality of community walkabouts
- 6** Reviewed the use of the Money Tree Fund to ensure appropriate emphasis on local priorities

We plan to continue the actions, for example in 2012/13 we will:

- 1** Promote a culture of openness and improve our accessibility by opening our City Centre shop
- 2** Start moving from rented repairs depots to the new location at Crownhill
- 3** Provide the grounds maintenance service using our own employees
- 4** Improve our turnaround time for properties that are re-let

In all areas of PCH employees are expected to keep value for money at the heart of service delivery and make continuous improvements within existing resources. Costs are being driven down by improved efficiency across a range of services, including repairs, environmental services and management and back office costs.

The Customer Assurance Panel will also play a key role in scrutinising the cost, customer satisfaction and quality of services.

In our last STATUS survey, 83% of tenants said that the rent provided value for money. We also know that our rent is the 2nd lowest housing association rent in the country.

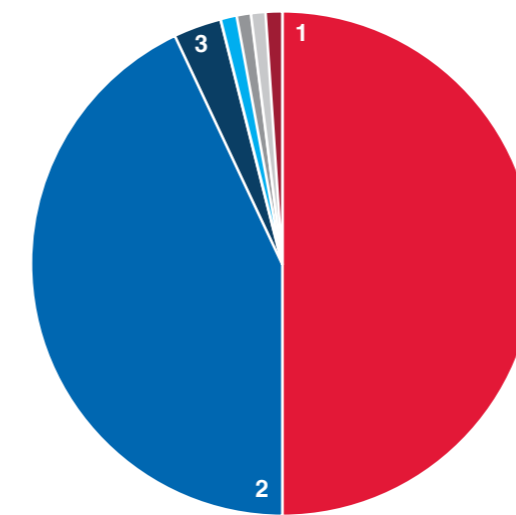
We are developing a consistent way of assessing the financial, environmental and social return on our assets so that we can be clear on the benefits we provide for the communities we serve.

We intend to provide a summary of our value for money achievements each year in the Annual Report.

If you want to get involved or provide any feedback on services you receive, please contact Angie Edwards-Jones on 0800 694 3101.

Where did our money come from?

During 2011/12 we received over £103million, most of which consisted of funding from the Government to meet the Decent Homes Standard and money from rents.

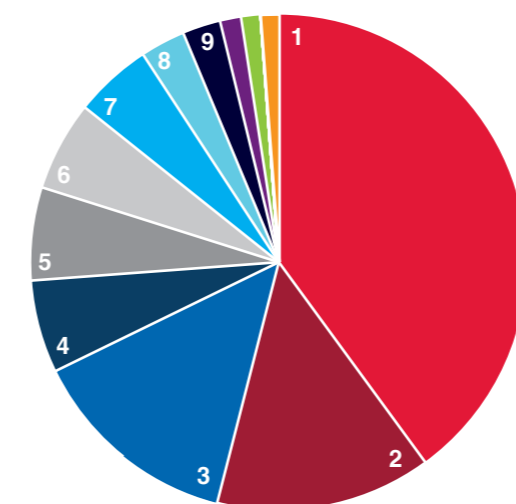


Income

1	50%	Decent Homes Funding	52,147
2	43%	Housing Rents	44,085
3	3%	Service Charges	2,667
4	1%	Garage Rents	1,235
5	1%	Shop Rents	1,114
6	1%	Development Grants	1,056
7	1%	Sale of Homes	752
Total			103,056

How was the cash spent?

The majority of the money we received was spent on improving our residents' homes. We also paid off £14.5million of loans back to our bank, meaning that we were debt-free at the end of March 2012.



Spending

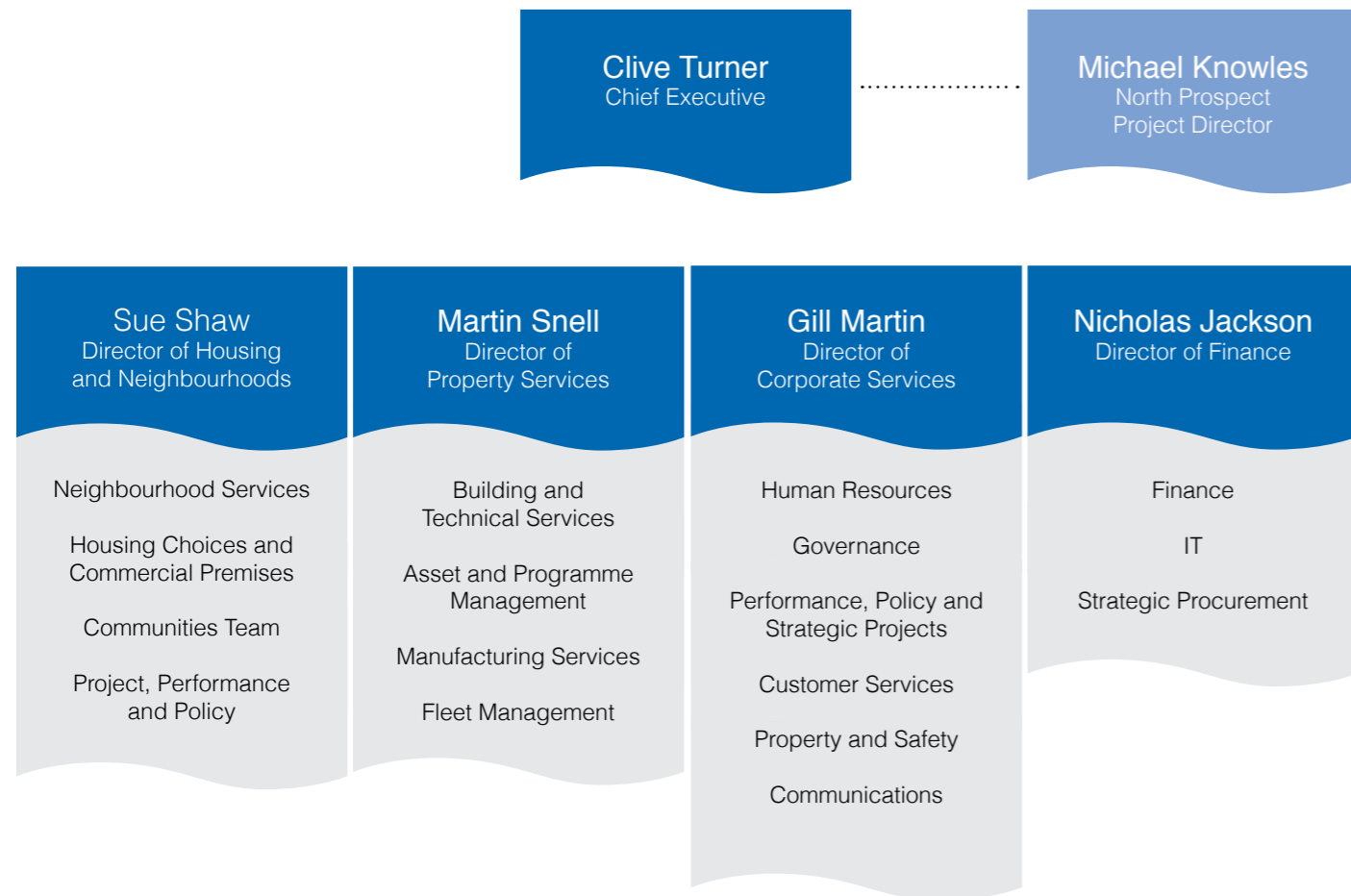
1	40%	Improvement Programme	42,308
2	15%	Loans Repayments and Financing Costs	15,588
3	7%	Cyclical Repairs	7,350
4	7%	Regeneration and Development	7,281
5	6%	Responsive Repairs	6,702
6	6%	Business Support	6,160
7	6%	Tenancy and Neighbourhood Management	5,764
8	5%	Estate Services	4,742
9	3%	Office Costs	2,850
10	3%	Void Repairs	2,671
11	1%	Money Tree Fund	995
12	1%	Other	645
Total			103,056

Executive Management Team

The Board

Who are we?

Plymouth Community Homes' Executive Management Team and Board Members during 2011/12 were as follows:



Clive Turner
Chief Executive

Clive was appointed as the Chief Executive for Plymouth Community Homes in April 2009 after nearly five years as Corporate Director for Community Services with Plymouth City Council. Prior to this, Clive worked in senior roles for the Housing Corporation and Stonham Housing Association.

Martin Snell
Director of Property Services

Martin transferred to the role of Director of Property Services following 38 years' service with Plymouth City Council. Instrumental in setting up the highly successful Manufacturing Department,

Martin leads the team responsible for the effective delivery of all improvement programmes and repairs services in the region of £60m per annum.

Sue Shaw
Director of Housing and Neighbourhoods
Sue has worked in the social housing sector for most of her career. Her roles have included on the-ground housing management through to advising and assisting tenants' groups, housing association boards and senior executives. Sue has held housing positions in local government, the Housing Corporation and as a consultant. Sue took up her current role with Plymouth Community Homes in 2009.

Gill Martin
Director of Corporate Services

Prior to her appointment to the role of Director of Corporate Services, Gill was the Assistant Director for Human Resources and Organisational Development in Plymouth City Council.

Nicholas Jackson
Director of Finance

Nick joined Plymouth Community Homes as Director of Finance in June 2009 and was formerly Finance Director for Mendip Housing Limited. Nick has 20 years' experience of operating in senior financial roles within the housing and charity sectors.

Board Members

Elaine Pellow Chair of the Board

Elaine is a tenant and former training officer in modern apprenticeships and has received a community volunteering award for her services to the community. Elaine was appointed as Chair of the Board on the 10th October 2011 and is also a member of the Governance Committee and the Customer Focus Committee.

Peter Ebsworth

Sadly, Peter passed away in August 2012 following a short illness. Peter was a tenant, former Chair of the PCH Board and former Chair of PETRA (Plymouth Federation of Tenants and Residents Associations). Peter chaired the PCH Services Board and was a member of the PCH Regeneration Board.

Nigel Warn

Nigel has been a Council tenant and now a Plymouth Community Homes tenant for 30 years. Nigel is employed by Babcock in Plymouth and has been a union representative with GMB for seven years. Nigel is a member of the Customer Focus Committee and Chairs the Governance Committee.

Sheila Cooper

Sheila is a leaseholder and a member of both the PCH Energy Board and the Customer Focus Committee. Sheila has spent many years working on behalf of other people. As part of the transfer process Sheila worked hard to ensure that the voices and concerns of leaseholders were heard.

Roger Pipe

Roger is the General Manager at the Millfields Trust. He has spent the majority of his working life in the voluntary and community sectors working for both large national organisations as well as those with a neighbourhood focus. Roger is a member of both the PCH Energy Board and the Governance Committee.

Alan Clifford

Alan was formerly the city treasurer at Plymouth City Council until his retirement in 2004 and remains active in a number of voluntary roles. Alan Chairs the Audit and Risk Committee and sits on the Governance Committee.

Katie Pratt

Katie is currently the Chief Executive of the regional equality and human rights body, Equality South West. Katie began her career in Local Government having attended the University of Plymouth to study Criminal Justice and Psychology. Katie is a member of the Audit and Risk Committee.

Maureen Alderson

Maureen is a highly skilled and experienced public policy professional with expertise in governance and public administration in both the UK and the USA. Maureen has most recently worked for the South West Regional Development Agency as the Head of Policy and Strategy. Maureen is a member of the Audit and Risk Committee and the Customer Focus Committee.

Nicky Williams

Nicky has spent the majority of her working life as a political advisor; her areas of expertise are Education, Governance, Economic Development and Housing Policy. Nicky is delighted to have been appointed to the Board and as Chair of the Customer Focus Committee and says that PCH is committed to providing better places to live and putting residents first.

Jack Thompson

Until May 2012, Jack was previously a Councillor for the Budshead Ward and worked in Africa for 25 years as a senior manager for international aid agencies in the development finance sector. Jack is the Chair of the PCH Regeneration Company Board.

Sue Dann

Prior to May 2011, Sue was a Councillor for the Moor View Ward. She has a background in HR and customer services, and was formerly Cabinet member for Transport and Human Resources. Sue works for Working Links in the South West and is a member of the Audit and Risk Committee.

Tom Browne

Tom Browne is a former soldier and a former Company Director having run his own company for over 20 years. Tom enjoys working with people and has been a Councillor in Plymouth for six years. Tom sits on the Audit and Risk Committee and the PCH Services Board.

Contact numbers

For any enquiries regarding your home or tenancy, or the services we provide, please contact:

Head Office
0800 694 3101

Housing Offices
Estover 0800 917 9496
Devonport 0800 917 9497
Whitleigh 0800 917 9498
North Prospect 0800 917 9499

24 hour Anti-Social Behaviour reporting hotline
0800 075 6699

Repairs
0808 230 6500
07899 848886

Out of hours repairs
0800 917 9459

Sheltered Housing Team
0800 917 9452

Leaseholders
01752 388094 / 388109

Caretaking Service
0800 917 9455

Debit/Credit Card Payment Line
0844 557 8321

Gas Servicing (and Cyclical Planned Technical section)
01752 388007 / 388008

Resident Involvement Team
0800 917 9457

Translations

English

This information is available in other languages and formats - Please contact: 01752 306281

Arabic

الرجاء الاتصال بهذه المعلومات متوفرة بلغاً و تشكلاً لخرى : 0800 694 3101

Chinese

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